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From

Systems Operations

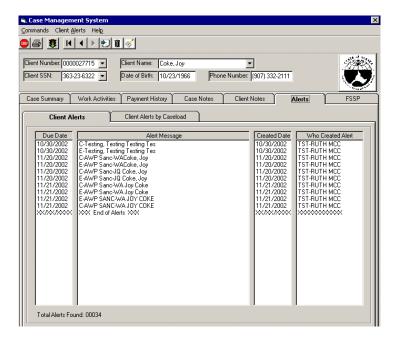
EIS and CMS Alerts Enhancements

At the end of June Sys Ops made some changes to the alerts display function to allow unlimited alerts to be displayed on the ET Alerts Due Today or Overdue (ETAD) screen. At the same time, client alerts were set to display on JAS (Work Services) caseloads if a client is known to JAS. For clients not known to JAS, case alerts and client alerts display on the ETAD in EIS.

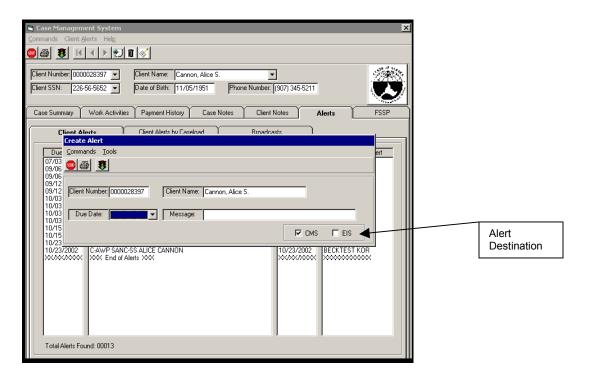
Unless specific office, unit and caseload numbers are entered on the ETAD screen (Client Alerts by Caseload sub-tab, with All selected in CMS), alerts display for caseloads assigned to the person who is signed into EIS/CMS. In most instances, the Work Services case manager and the eligibility worker are no longer the same person. This fact, combined with directing client alerts to JAS caseloads and case alerts to EIS caseloads has resulted in it being less convenient for a CMS or EIS user to view alerts for all clients assigned to him/her. Sys Ops has made some changes to EIS and CMS that will result in client alerts being more easily accessed on the ETAD. These changes are:

 When a penalty is set on the JOMO in EIS or on the Work Activities tab in CMS, two client alerts will generate, one preceded with a C- for CMS and one with an E- for EIS. Both alerts will appear on the case ET Alerts screen (ETAL) in EIS as well as on the Client Alerts sub-tab in CMS.

EIS ETAL		ET ALERTS		102302 1	
CASE NAME: CANNON , ALICE S		CASE	BECKTEST K CASE NUMBER: 00007454		
FULL SERVICE: 010	UNIT: 9	CASELOAD: GRE	ENE , TST	-BSG	
CLIENT NAME	MESSAGE		DUE DATE	S CLEAR	ENDER'S PCN
CANNON , ALICE S CANNON , ALICE S CANNON , ALICE S CANNON , ALICE S	C-alert E-alert C-AWP Sanc-JQ Alice Ca E-AWP Sanc-JQ Alice Ca		100302 100302 101502 101502		8399 8399 8533 8533
CANNON , ALICE S CANNON , ALICE S	E-AWP SANC-SS ALICE C-AWP SANC-SS ALICE PF5-CLIENT	CANNON	102302 102302		8399 8399 XT>

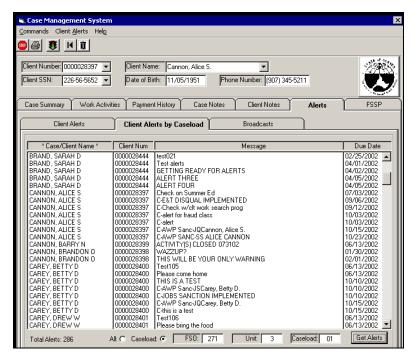


- When a sanction is set in EIS on the Work Sanctions screen (WOSA), two alerts are again generated, just as above.
- When a worker sets a manual alert from the Create Alert screen in CMS, the worker can select CMS, EIS or both as the destination for the alert.



➤ If CMS is selected, the C- alert will appear only when the JAS caseload for the client is entered on the Client Alerts by Caseload sub-tab in CMS or on the ETAD in EIS.

EIS ETAD	IS ETAD ET ALERTS DUE TODAY OR OVERDUE	
CASELOAD: TST-RUTH OFFICE: 271 UNIT: 3	BECKTEST K DUE	
CASE / CLIENT NAME	CASE/CLIENT MESSAGE	DATE CLEAR
(CL) BRAND, SARAH D	00007475 Please take home the leftovers	021102
	Working for the State	021102
	Test alerts	040102
	GETTING READY FOR ALERTS	040202
	ALERT FOUR	040502
(CL) CANNON, ALICE S	00007454 Check on Summer Ed	070302
	C-E&T DISQUAL IMPLEMENTED	090602
	C-Check w/clt work search prog	091202
	C-alert for fraud class	100302
	C-alert	100302
	C-AWP Sanc-JO Alice Cannon	101502
	C-AWP SANC-SS ALICE CANNON	102302
(CL) CANNON, BARRY N	00007454 ACTIVITY(S) CLOSED 073102	
PF3=TOP PF7=SCROLL	NEXT>	



- Similarly, if EIS is selected, the E- alert will appear on the ETAD only when the EIS caseload for the case/client is entered.
- ➤ If both are selected, the C- and/or E- alerts will appear on the ETAD without having to enter a caseload on the screen, or, in CMS, by checking *All* at the bottom of the

Client Alerts by Caseload sub-tab, provided the client's JAS and/or EIS caseload is assigned to the person who is signed into the system.

When checking or setting alerts using these new changes, there are several things to keep in mind, especially when two different people are responsible for case management and eligibility determination for a client:

- On the ETAL or Client Alerts sub-tab an eligibility worker should not delete any C- alerts.
- Similarly, a case manager should not delete any E- alerts.
- Case managers need to remember to check *EIS* on the Create Alerts screen in CMS if they want the eligibility worker to be able to view the alert in EIS on the ETAD.
- Eligibility workers need to remember to set <u>client</u> alerts if they want the case manager to be able to view the alert on their Client Alerts by Caseload sub-tab with *All* checked. (If the eligibility worker wants this same information to appear on his/her ETAD also, he/she will need to set a case alert as well. For example, on case 12345, the eligibility worker sets a client alert for Jo Jones, "started full-time job". The case alert for case 12345 might read, "Jo started full-time job.")

For any system-related questions, please contact the DPA EIS Helpdesk at <u>EISHELP@health.state.ak.us</u>.